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EXTRAORDINARY

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GOVERNMENT OF PUNJAB

DEPARTMENT OF WATER RESOURCES

NOTIFICATION

The 21st April, 2025

No.17/10/2024-3IP3/163.-

1.0 In the department of Water Resources, numerous complaints have been received regarding repair and relining of dilapidated water courses and pipeline. In most of these cases, additional area is likely to be brought under canal irrigation with lining & repair of these water courses/laying of pipeline. In order to build the public confidence and to increase the canal water utilization, it is necessary that all such compliants are resolved promptly. In this regard vide order no 6893-95/Canal/PSWR, dated: 07-11-2024 a procedure and timeline has been formulated and attached as Annexure-1.

2.0 The SOP has been adopted by the Department after approval from the competent authority

Sd/-

KRISHAN KUMAR, IAS

Principal Secretary Water Resources.

Annexure-1

**GOVERNMENT OF PUNJAB
DEPARTMENT OF WATER RESOURCES**

ORDER

1.0 Numerous complaints in the Department have been received regarding repair & relining of dilapidated water courses and pipelines. In most of these cases, additional area is likely to be brought under canal irrigation with lining & repair of these water courses/ laying of pipeline. Some of the works/issues raised in complaints have been resolved but in order to build the public confidence and to increase the canal water utilization, it is necessary that all such complaints are resolved promptly.

2.0 Currently the work of water course/pipeline is undertaken by both the Canal Wing and Punjab Water Resources Management & Development Corporation (PWRMDC). It has been apprised that, in many cases, the department has not been able to take up work due to lack of clarity regarding the ownership of these works, as these works fall under the jurisdiction of both canal wing and PWRMDC.

3.0 Therefore, in view of above, it is decided that following procedure & timelines may be adopted in carrying out all issues/activities related to construction/repair of water courses raised in such complaints:

Sr. No.	Activity	Timeline
1	Executive Engineer/Complaints shall forward the complaint to concerned Executive Engineer/Canal.	T_0
2	The Executive Engineer/Canal shall further discuss the matter via any electronic media/physical meeting with concerned Executive Engineer /PWRMDC and shall take a decision whether the work is to be taken up by Executive Engineer/Canal or Executive Engineer/PWRMDC. Note: a. While taking this decision, concerned Executive Engineers shall keep in mind the budget provision or any other likely funding source available. The Executive Engineer shall endeavor to complete the work in the same	$T_0 + 3$

	financial year in which complaint is received.	
	b. In case any clarification regarding source of funding is required concerned shall tie up with Executive Engineer/Budget.	
3	Once the work is completed Executive Engineer/Canal shall send completion report to Executive Engineer/Complaint who shall marked the complaint as resolved in online complaint portal.	Within same financial year in which complaint is received.

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Principal Secretary, Water Resources

Endst. No:- 6893-95/cand/PSWR Dated:- 07/11/2024

A copy of the above is forwarded to the following for information and further necessary action:

1. Chief Engineer, Canals, Water Resources Department, Punjab.
2. Managing Director, PWRMDC, Punjab.
3. Executive Engineer, Complaints, Water Resources Department, Punjab.

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Principal Secretary Water Resources